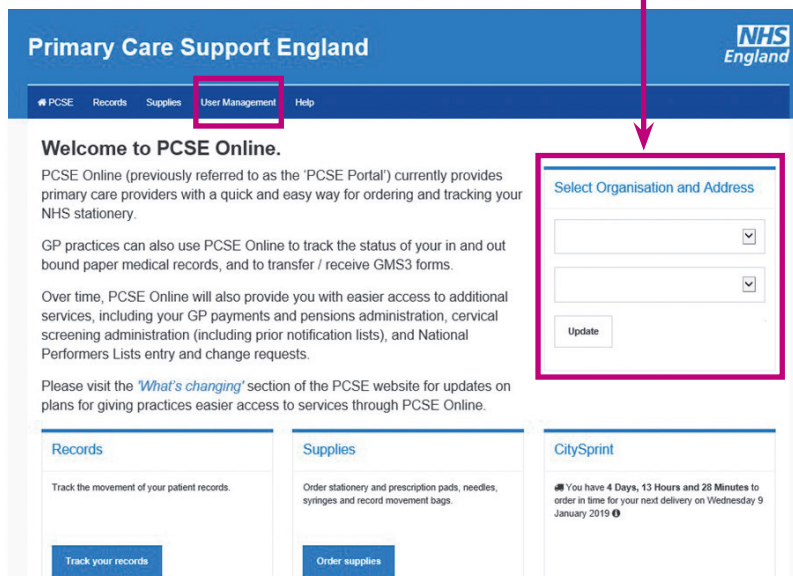




# Adding, amending and deleting additional contacts on PCSE Online

The Main Contact (also referred to as a Super User) has the option to add, amend or remove users on PCSE Online ([www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)) by following these steps:

1. Log into PCSE Online
2. Click User Management from the dark blue navigation bar
  - a. If you are registered to more than one organisation, select the appropriate option from the box to the right of the screen



3. From the User Management home screen, the main contact can then select to either create, update or disable users



4. To create a new user simply select that option and complete the fields of the additional contact you would like to add
  - a. For main contacts who are attached to more than one practice, please make sure you select the relevant practice that the additional contact should be linked to.

Create new user    Update user details    Disable user

### Create new user

To create a new user account, simply complete the following details.

**Title**    Mr.

**First Name**   

**Last Name**   

**Email \***   

**Telephone**   

**Mobile**   

**Practice**

Role	Status
Practice Order Entry Clerk	<input type="checkbox"/>

5. Under the 'Role' section, please tick the 'Practice Order Entry Clerk' option. This will then add the new contact to your organisation and enable them to pass the identification and verification process at PCSE.
6. Click create
7. The new user will then be sent an email with a link to PCSE Online, requesting they set up a password for their account.

Once the account is created, the additional/new contact will be able to submit queries via the online form and contact the PCSE Customer Support Centre (CSC).

## FAQs

### My organisation is not registered on PCSE Online. What do I do?

If your organisation has not yet registered to use PCSE's online services, please select the 'Register for PCSE Online' option on the Contact Us page of the PCSE website. You will need to provide the details of the person in your organisation who you wish to be the main contact.

### Is it possible to change the main contact for an organisation?

If you would like to set up a new main contact, please use the online form and select 'Register for PCSE Online'.

Insert 'Portal enquiries' in the 'Subject' field and complete the information requested.

In the 'message box', please state that you would like to change the main contact PCSE holds for your practice and include:

- Your name
- Your practice name
- Your practice ODS code (GP main practice codes are a letter followed by five numbers)
- Your practice address
- Your practice telephone number
- Your email address

When PCSE has this information, we will call the practice to verify the information provided. The new main contact will then receive an email with details of how to access PCSE Online.

Further information and FAQs can be found under the Help section of the PCSE website.